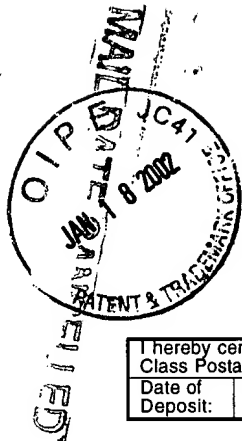


Receipt



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Attorney Docket No.: CSCO-38240

I hereby certify that this transmittal of the below described document is being deposited with the United States Postal Service in an envelope bearing First Class Postage and addressed to the Commissioner of Patents and Trademarks, Box AF, Washington, D.C., 20231, on the below date of deposit.					
Date of Deposit:	11/09/01	Name of Person Making the Deposit:	ANDREA MARTINEZ	Signature of the Person Making the Deposit:	Andrea Martinez

Inventor(s): Mark Buonanno, Michael Swailes, Steve Quatrano, Jean Seo, and Chris Shenefiel

Serial No.: 09/766,175

Group Art Unit: 2165

Filed: 01/18/01

Examiner:

Title: PROACTIVE CALL AND CONTACT CENTER SYSTEM

Assistant Commissioner for Patents  
Washington, D.C. 20231

RECEIVED  
FEB 08 2002  
Technology Center 2100

REQUEST FOR CORRECTED FILING RECEIPT

- Attached is a copy of the official filing receipt received from the PTO in the above application for which issuance of a corrected filing receipt is respectfully requested.
- There is an error with respect to the following data, which is:  
☒ incorrectly entered  
and/or  
☐ omitted.

Error In

- ☒ Applicant's name
- ☐ Applicant's address
- ☐ Title
- ☐ Filing Data
- ☐ Serial Number
- ☐ Foreign/PCT Application Re:
- ☐ Other

Correct Data

1. Mark Buonanno, Michael Swailes, Steve Quatrano, Jean Seo, and **Chris Shenefiel**
- 2.
- 3.
- 4.
- 5.
- 6.
- 7.

3.

- A. ☒ The correction(s) is/are not due to any error by the Applicant and therefore no fee is due.

OR

- B. ☐ At least one of the above corrections is due to applicant's error and the fee therefor, under CFR 1.19(h), of \$25.00 is paid as follows:

☐ Enclosed is check for \$25.00.

☐ Charge Account 23-0085 \$25.00.

Please direct all correspondence concerning the above-identified application to the following address:

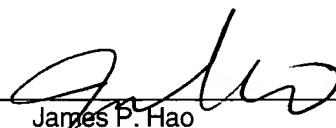
**WAGNER, MURABITO & HAO LLP**  
Two North Market Street, Third Floor  
San Jose, California 95113  
(408) 938-9060

Respectfully submitted,

Date:

11/9/01

By:

  
James P. Hao  
Reg. No. 36,398



UNITED STATES PATENT AND TRADEMARK OFFICE

COMMISSIONER FOR PATENTS  
UNITED STATES PATENT AND TRADEMARK OFFICE  
WASHINGTON, D.C. 20231  
www.uspto.gov

APPLICATION NUMBER	FILING DATE	GRP ART UNIT	FIL FEE REC'D	ATTY. DOCKET NO	DRAWINGS	TOT CLAIMS	IND CLAIMS
09/766,175	01/18/2001	2165	1138	CSCO-38240	5	26	7

CONFIRMATION NO. 9529

## FILING RECEIPT



\*OC000000005829588\*

WAGNER, MURABITO & HAO LLP  
Third Floor  
Two North Market Street  
San Jose, CA 95113

Date Mailed: 03/06/2001

Receipt is acknowledged of this nonprovisional Patent Application. It will be considered in its order and you will be notified as to the results of the examination. Be sure to provide the U.S. APPLICATION NUMBER, FILING DATE, NAME OF APPLICANT, and TITLE OF INVENTION when inquiring about this application. Fees transmitted by check or draft are subject to collection. Please verify the accuracy of the data presented on this receipt. If an error is noted on this Filing Receipt, please write to the Office of Initial Patent Examination's Customer Service Center. Please provide a copy of this Filing Receipt with the changes noted thereon. If you received a "Notice to File Missing Parts" for this application, please submit any corrections to this Filing Receipt with your reply to the Notice. When the PTO processes the reply to the Notice, the PTO will generate another Filing Receipt incorporating the requested corrections (if appropriate).

## Applicant(s)

Mark Buonanno, Sunnyvale, CA;  
Michael Swales, Pleasanton, CA;  
Steve Quatrano, Lexington, MA;  
Jean Seo, Union City, CA;  
Chris Shenefield, Oakton, VA;

RECEIVED

FEB 08 2002

Technology Center 2100

## Continuing Data as Claimed by Applicant

## Foreign Applications

If Required, Foreign Filing License Granted 03/05/2001

Projected Publication Date: Request for Non-Publication Acknowledged

Non-Publication Request: Yes

Early Publication Request: No

## Title

Proactive call and contact center system

DOCKETED  
Date: 3-13-01  
Initials: 0

RECEIVED

MAR 12 2001

WM

**Date: 03/06/2001**

**LICENSE FOR FOREIGN FILING UNDER  
Title 35, United States Code, Section 184  
Title 37, Code of Federal Regulations, 5.11 & 5.15**

**GRANTED**

The applicant has been granted a license under 35 U.S.C. 184, if the phrase "IF REQUIRED, FOREIGN FILING LICENSE GRANTED" followed by a date appears on this form. Such licenses are issued in all applications where the conditions for issuance of a license have been met, regardless of whether or not a license may be required as set forth in 37 CFR 5.15. The scope and limitations of this license are set forth in 37 CFR 5.15(a) unless an earlier license has been issued under 37 CFR 5.15(b). The license is subject to revocation upon written notification. The date indicated is the effective date of the license, unless an earlier license of similar scope has been granted under 37 CFR 5.13 or 5.14.

This license is to be retained by the licensee and may be used at any time on or after the effective date thereof unless it is revoked. This license is automatically transferred to any related applications(s) filed under 36 CFR 1.53(d). This license is not retroactive.

The grant of a license does not in any way lessen the responsibility of a licensee for the security of the subject matter as imposed by any Government contract or the provisions of existing laws relating to espionage and the national security or the export of technical data. Licensees should apprise themselves of current regulations especially with respect to certain countries, of other agencies, particularly the Office of Defense Trade Controls, Department of State (with respect to Arms, Munitions and Implements of War (22 CFR 121-128)); the Office of Export Administration, Department of Commerce (15 CFR 370.10 (j)); the Office of Foreign Assets Control, Department of Treasury (31 CFR Parts 500+) and the Department of Energy.

**NOT GRANTED**

No license under 35 U.S.C. 184 has been granted at this time, if the phrase "IF REQUIRED, FOREIGN FILING LICENSE GRANTED" DOES NOT appear on this form. Applicant may still petition for a license under 37 CFR 5.12, if a license is desired before the expiration of 6 months from the filing date of the application. If 6 months has lapsed from the filing date of this application and the licensee has not received any indication of a secrecy order under 35 U.S.C. 181, the licensee may foreign file the application pursuant to 37 CFR 5.15 (b).

**PLEASE NOTE the following information about the Filing Receipt:**

- The articles such as "a," "an" and "the" are not included as the first words in the title of an application. They are considered to be unnecessary to the understanding of the title.
- The words "new," "improved," "improvements in" or "relating to" are not included as first words in the title of an application because a patent application, by nature, is a new idea or improvement.
- The title may be truncated if it consists of more than 600 characters (letters and spaces combined).
- The docket number allows a maximum of 25 characters.
- If your application was submitted under 37 CFR 1.10, your filing date should be the "date in" found on the Express Mail label. If there is a discrepancy, you should submit a request for a corrected Filing Receipt along with a copy of the Express Mail label showing the "date in."
- The title is recorded in sentence case.

Any corrections that may need to be done to your Filing Receipt should be directed to:

Assistant Commissioner for Patents  
Office of Initial Patent Examination  
Customer Service Center  
Washington, DC 20231